

Banking and Insurance	Desired Trend	Target	Current Quarter Jan - Mar	Current Quarter Apr - June	% Change	Last 12 Month Average
Quarterly Performance Indicators Apr - June 2016						
Quarterly Monitoring Financial Condition of Regulated Companies						
Average time to complete an Examination in days						
Insurance Companies	Reduce	250	532	347	-34.77%	384
Consumer Lenders (Includes Mortgage Lenders, Check Cashers, Money Transmitters, etc)	Reduce	100	85	72	-15.30%	90
Bank Examinations Independent	Increase	60	54	114	N/A	98
Joint Bank Examinations with the FDIC or Federal Reserve	Increase	65	59	26	-55.9%	36
Average time to mail Examination Report (In days)						
Insurance Companies	Reduce	20	2	5	150.00%	47
Consumer Lenders (Includes Mortgage Lenders, Check Cashers, Money Transmitters, etc)	Reduce	60	87	43	-50.38%	82
Bank Examinations Independent	Reduce	55	54	33	N/A	44
Joint Bank Examinations with the FDIC or Federal Reserve	Reduce	60	59	68	14.8%	50
Senior Staff Outreach to Bank Management	Increase	40	38	32	-15.8%	36
Senior Staff Attendance at Exam Report/Board Meeting	Increase	50%	100%	100%	0.0%	100%
Consumer Protection						
Fraud Deterrence						
Referrals Received	Increase	800	1098	1027	-6.5%	1164
Investigations Completed	Varies	950	1937	1800	-7.1%	1814
Cooperative Investigations with Regulators and Law Enforcement Agencies	Increase	313	125	104	-16.8%	167
Meeting with Industry investigative Units	Increase	25	31	30	-3.2%	28

Monthly Performance Indicators July 2017	Desired Trend	Target	June	July	% Change	Last 12 Month Average
Promoting Growth and Stability of Regulated Industries						
Percent of Phone calls not answered regarding licensing before caller hangs up	Reduce	6%	8.04%	5.42%	-32.59%	4.43%
Average time to process Rate and Form Filings in days						
Life and Health	Maintain	40	25	31	26.22%	36
Property and Casualty	Maintain	30	17	16	-5.9%	16
Consumer Protection						
Percent of Phone calls not answered regarding complaints before caller hangs up	Reduce	6%	4.53%	5.96%	31.57%	3.76%
Average time to process a complaint in days						
Insurance	Reduce	90	27	28	4.65%	29
Banking Consumer Finance	Reduce	60	66	48	-28.2%	52
Real Estate	Reduce	145	182	258	41.71%	400
Average time to process an enforcement action in days						
Insurance	Reduce	500	480	330	-31.16%	584
Banking Consumer Finance	Reduce	75.0	259	144	-44.28%	146
Real Estate	Reduce	525	505	467	-7.61%	889

